

**Leonard Wood Medical Home  
Ozark Family-Centered Medical Home**

**March 25, 2014**




*Caring is the key to better quality and lower cost.*

## **Your PCM Team is here to help!**

Call the Western Region United Healthcare toll-free phone number at 1-877-988-WEST (1-877-988-9378) or stop by the TRICARE Service Center located in room 163-1, open until the TRICARE switch to electronic services April 1.


**The General Leonard Wood Army Community Hospital patient representative, located in room 123 next to the main bank of elevators, along with hospital staff and your PCM Team, are here to help you reach TRICARE and UHC's telephonic and online services.**



**LIVE A LONG AND HEALTHY LIFE BY STAYING ACTIVE**

- Regular physical activity can help manage chronic conditions such as arthritis, high blood pressure, and type-2 diabetes.
- Being active can also help you improve functional abilities reduced due to injury.
- Talk to your health care provider about activities that would work best for you.

**Performance TRIAD**  
Plan for Activity

 **ARMY FAMILY**

LEARN MORE AT [HTTP://WWW.ARMYMEDICINE.MIL](http://www.armymedicine.mil)

# Are you an off-Post Network Enrollee?

## Change to an MTF PCM for cutting edge health care

Commentary by John Brooks, General Leonard Wood Army Community Hospital



TRICARE Prime enrollment has dramatically increased over the last 12 months, leaving only about half of the TRICARE Prime vacancies previously available, and fewer than 250 TRICARE Plus vacancies for those aged 65 and over.

Our steadily increasing enrollment is attributed to lower cost, increased customer service, increased continuity of care, advances in cutting-edge technology, and facility improvements.



If you're still out there with a network Primary Care Manager, using more expensive network services and paying appointment visit and prescription co-pays, now is the time to "enroll." We have PCMs available at General Leonard Wood Army Community Hospital and at the Ozark Family-Centered Medical Home satellite clinic, located off post in Saint Robert.

### **"System for Health"—Change is good—VERY good!**

The Army's new "System for Health" is clearly working here, and is responsible for handing us the key to caring: a new patient-centered, team-based environment which allows us to focus on you, the customer.

The System for Health allows PCM Team members to truly care for those they serve in more personal ways. Physically helping and guiding patients--this is how staff members originally imagined themselves performing the duties of their chosen field of health care.

Your PCM Team chose to work in health care because they care! ☺ The System for Health and "Patient-Centered Medical Home" concepts translate to a warm patient handoff and comfortable customer service.

### **"PCMH"—why PCMH is important TO YOU:**

The Patient Centered Medical Home care model combines the conveniences you want, with the PCM Team continuity you need, such as new, easy and convenient ways to communicate and make appointments with your PCM Team. We now provide over 92 percent PCM continuity of care—and you can see when your PCM is available and choose 100 percent continuity of care and by booking an appointment online! Additionally, your PCM Team members are there to provide increased continuity of care if you've booked with another PCM. That's PCMH in a nutshell.

Visit <http://TRICAREonline.com> or <http://tricare.mil> to begin using the excellent electronic services offered by TRICARE and United Healthcare that will soon provide the bulk of services previously found at TRICARE Service Center Walk-in offices.

For more information on TRICARE's switch to electronic services, please call our local TRICARE Beneficiary Services & Education Representative at (913) 364-2041 or the Western Region United Healthcare toll-free phone number at 1-877-988-WEST (1-877-988-9378).

Your hospital patient representative, located in room 123 next to the main bank of elevators, along with your PCM Team and hospital staff, are always here to help you reach TRICARE and UHC's telephonic and online services.

### **Enrollment—here's how:**

Don't miss your opportunity to enroll. Watch the mail for an enrollment packet. The packet contains a personal invitation from Col. Marie Dominguez, General Leonard Wood Army Community Hospital commander, a benefits flier, and an enrollment form and a return-addressed envelope. Just fill out the enrollment form and drop it in the mail.

You can also call our local TRICARE Beneficiary Services & Education Representative at (913) 364-2041, the Western Region United Healthcare toll-free phone number at 1-877-988-WEST (1-877-988-9378), or reach our Enrollment Support Team Hotline here at (573) 596-0727 for help.

### **Are you a member of “The Consortium?”**

Talk to the hospital Commander, her deputies and hospital department staff every month at your Healthcare Consortium meeting.

Everyone is invited to attend this meeting, which serves as a consumer advocate board in which both unit and community representatives have direct feedback to the hospital Commander and her staff concerning the type and quality of care provided here.

This is a forum for beneficiaries to provide outside input into process improvements and healthcare delivery policy for the organization, while promoting communication between medical treatment facility leadership and beneficiaries.

If you can provide input to process improvements or healthcare delivery policy, please consider attending this meeting—and bring others eligible for enrollment with you.

(Editor’s note: John Brooks is the marketing and public affairs officer at General Leonard Wood Army Community Hospital)

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## **Hospital holds April Sexual Assault Awareness Month events**

By Brenda Clark, General Leonard Wood Army Community Hospital

**FORT LEONARD WOOD, Mo.** -- Four interactive information booth events are slated throughout April in recognition of Sexual Assault Awareness Month hosted by General Leonard Wood Army Community Hospital on Fort Leonard Wood.

Booths scheduled on the first Tuesday and three Wednesdays in April will feature different topics to reflect the 2014 observance theme, “Live our values: step up to stop sexual assault.”

April 1, 9 and 23; from 9 a.m. to 1 p.m., the hospital Sexual Harassment/Assault Response and Prevention Program team will be on hand to highlight SAAM education and awareness at booths located in the front hospital lobby. The booth hosted on April 16 will feature the SHARP team and topic from 3-5 p.m.

Tentatively, a denim drive is planned as an ongoing activity throughout the month to collect new and gently worn denim items donated for local victims of sexual violence.

Hospital leadership will speak, and the installation SHARP team will present donated denim items to a local shelter representative during the SAAM event outside the main hospital entrance April 24 at 1 p.m.

Watch for more denim drive details as April approaches.

All events are open to military members, family members, retirees and government service employees.

SAAM is an annual observance coordinated by the United States Department of Defense Sexual Assault Prevention and Response Office.

(Editor’s note: Brenda Clark is the SARC at General Leonard Wood Army Community Hospital)



# Local 5-k run highlights family physical activity

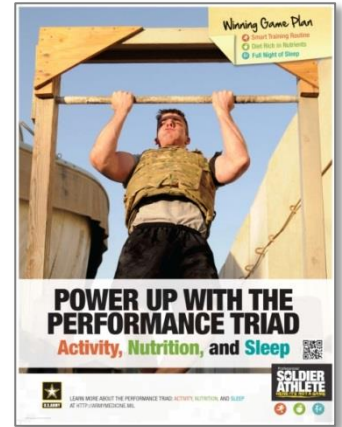
A free, interactive, family-friendly event will be held from 10 a.m. to 2 p.m. March 29, beginning and ending at the PX, winding through the paved jogging trail on Fort Leonard.

The "5-A-Day Hero 5k Event" features interactive stations along the route which will engage participants with information about healthy eating and opportunities for physical activity.

The free event is one of more than a dozen health-oriented events scheduled throughout March, National Nutrition Month, and is open to all family members, military members, retirees and government service employees.

Please register by completing the online registration form, located at <http://glwach.amedd.army.mil/fitness5k> and delivering it to the Nutrition Care Division in the hospital dining facility, or by bringing the completed enrollment form to the event.

This event is hosted by the Nutrition Care Division and the Community Health Resource Center of General Leonard Wood Army Community Hospital. See you there!



(Editor's note: John Brooks is the marketing and public affairs officer at General Leonard Wood Army Community Hospital)

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## TSC walk-in service ends April 1, 2014



By John Brooks, General Leonard Wood Army Community Hospital

**FORT LEONARD WOOD, Mo.** -- Walk-in service is ending at Fort Leonard Wood's TRICARE Service Center on April 1, 2014, along with all other stateside TRICARE service centers.

TRICARE beneficiaries can get their questions answered by using TRICARE's online customer service options at <http://tricare.mil> starting in April.

Beneficiaries can also call the Western Region United Healthcare toll-free phone number at 1-877-988-WEST (1-877-988-9378).

Mobile and smart phone users can tell the TRICARE's app development team what they'd like to see in an app that TRICARE is currently considering for development by visiting "The TRICARE App" Facebook page at <https://www.facebook.com/notes/tricare/the-tricare-app/482116036100>.

Since the first TRICARE Service Center opened in the mid 1990's, TRICARE has seen a shift in how enrollees get information. With today's technology, anything enrollees can do at a TRICARE Service Center can be done online or over the phone, which will save an estimated \$250 million over the next five years, according to TRICARE.

For more information on TRICARE's switch to electronic services, view the news article, "TRICARE Ends Walk-in Admin Services at 189 Facilities," at <http://www.defense.gov/News/NewsArticle.aspx?ID=121473>.

(Editor's note: John Brooks is the marketing and public affairs officer at General Leonard Wood Army Community Hospital)



# WRMC CG brings insight to future Army Medicine

By John Brooks, General Leonard Wood Army Community Hospital

**FORT LEONARD WOOD, Mo.** -- Brig. Gen. John Cho, commanding general of Western Regional Medical Command, spent Thursday and Friday visiting several General Leonard Wood Army Community Hospital clinics, facilities and patients here.

Cho spoke about meeting the needs of patients, increasing enrollment and efficiency, and the future of the hospital and Army Medicine, during several facility tours and Town Hall meetings scheduled with staff and patients.

"It's important that I tell you where we are--and why," said Cho.



*Brigadier Gen. John Cho, commanding general of Western Regional Medical Command, talks with Soldiers assigned to the Warrior Transition Unit at Fort Leonard Wood, Mo., during a town hall meeting held March 7, 2014, at the WTU's Soldier Family Assistance Center here. (Photo by John Brooks)*

As the Army downsizes from an active-duty troop strength of 570,000 to 450,000, Cho's insight provided hospital staff members with a high-level perspective on the hospital's longevity.

"Within the ebb and flow of things, we're (currently) in the ebb," said Cho. "That means that we have to take care of those who have retired in our system who want to get care. Because when the flow comes, and we have to grow for whatever reason--for whatever badness that's out there--and we have to then increase troop strength, this hospital will be on all pistons.

"The future is in our hands," Cho said. "And that's where I want to be."

Regardless of the issue, success "involves the team responding to the need," said Cho.



Cho discussed enrolling to capacity, and taking care of those who have enrolled. This includes getting patients to make the wellness check appointments they need, maximizing secure messaging, and exercising efficient access to care.

Using new communication protocols and tools provided by the Army's new patient-centered, team-based System for Health will ensure Army Medicine is moving efficiency numbers in the right direction.

A few of these tools include secure messaging, TRICARE Online, and a new Nurse Advice Line coming soon.

Smoothly transitioning from face-to-face to more online-based services is forecasted to save hundreds of millions of dollars, according to TRICARE, and a coordinated, smooth transition could free up primary care team members to care for enrollees who require hands-on medical attention.

The closing of stateside TRICARE Service Centers and move from walk-in to electronic services on April 1, 2014, was of particular interest to Cho, who reserved time during his busy visit to focus on ensuring the hospital and United Healthcare representatives were working through the change together.

Several proactive strategies are in place to meet patients' needs. The TSC is also hiring three employees, plus another to work the call center here, to ensure the hospital has a safety net to take care of our community.

The highlight of Cho's visit was his attendance at the official ribbon cutting ceremony for the hospital's new cutting-edge electronic Intensive Care Unit capability here, hosted by hospital commander, Col. Marie Dominguez.

# eICU brings telemedicine to the table for enrollees

Commentary by John Brooks, General Leonard Wood Army Community Hospital

As other hospitals are downsizing and even closing throughout Army Medicine as well as in the civilian health system, General Leonard Wood Army Community Hospital continues to provide new services and technology at an increasing rate.

This hospital is the No. 1 most efficient Military Treatment Facility for outpatient service in all of MEDCOM.

The eICU, a high-tech safety and quality-of-care advancement, "is the result of dedicated, caring hospital staff who worked hard to make General Leonard Wood Army Community Hospital No. 1 in outpatient efficiency in WRMC," said John Ingersoll, Clinical Operations Supervisor here.

And this new telemedicine capability is expected to contribute increase to the hospital's inpatient care efficiency, currently rated No. 3 in MEDCOM.

"The eICU more than doubles our staff's ability to provide critical care for our inpatients," said Ingersoll. "And this level of quality care has also increased our efficiency. Now we've got a state-of-the-art, high-tech tool to take caring to a whole new level with telemedicine."



The eICU brings additional board-certified intensivists and critical care nursing staff members on board, electronically, contributing to value-added care for enrollees here in rural Missouri.

Second and third opinion care and continuous electronic monitoring, provided by a partnership with an eICU control center at Baptist Hospital in Little Rock, Ark., allows for fewer patient transfers to distant, larger hospitals.

The MTF enrollment window is now open for TRICARE Prime (active duty) and TRICARE Plus (65+) at General Leonard Wood Army Community Hospital and the Ozark Family-Centered Medical Home satellite clinic, located off post in the City of Saint Robert's municipal building. Those eligible to enroll are encouraged to call the Western Region United Healthcare toll-free phone number at 1-877-988-WEST (1-877-988-9378).

"We care," said Ingersoll. "It may sound trite, but it's true. We care about those we serve," he said. "We're on the same team and Army Medicine's new System for Health is providing the patient-centered, team-based framework for both staff and patient to communicate and work together better."

(Editor's note: John Brooks is the marketing and public affairs officer at General Leonard Wood Army Community Hospital)

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## New Dependent Behavioral Health Services



**FORT LEONARD WOOD, Mo.** -- The General Leonard Wood Army Community Hospital Behavior Health Division is now serving the Active Duty dependent population of Fort Leonard Wood and the surrounding areas, enrolled to Ozark Family Centered Medical Home or General Leonard Wood Army Community Hospital, with our Behavior Health Service Line.

We are happy to offer outpatient (counseling and medication management) and inpatient services for adult dependents, outpatient services for children and adolescents ages six and under, and walk-in services for all.

Clinic hours are 7:30 a.m. to 4:30 p.m., Monday through Friday. Please call us at (573) 596-0522/0523 if you'd like to make an appointment.

As we enhance our care, we ask that everyone please arrive approximately 20 minutes early for all scheduled appointments.

# National Nutrition Month: Enjoy the taste of eating right

By Sherry Neal, General Leonard Wood Army Community

**FORT LEONARD WOOD, Mo.** -- Taste tops nutrition as the main reason one food is purchased over another, according to the Academy of Nutrition and Dietetics.

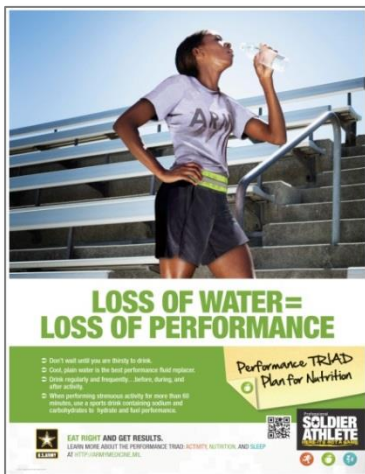
So, AND has chosen, "Enjoy the Taste of Eating Right," as March's 2014 National Nutrition Month theme.

In observance of NNM, the General Leonard Wood Army Community Hospital's Nutrition Care Division is hosting the following specific activities to emphasize this year's theme and encourage healthy lifestyle changes.

- On March 3, the NCD set up an interactive booth in the hospital lobby with the topic, "Healthy meals." This booth featured tips for creating healthy meals for your family.
- March 5: The NCD hosted interactive physical activities in the hospital dining facility from 11 a.m. to 1 p.m. A one-arm pushup contest provided a strength activity, and a dance floor and music provided cardio exercise.
- March 7: Each Friday (March 7, 14, 21, and 28), the NCD is scheduled to host a "Walking Club" from noon to 12:30 p.m., which will meet at the NCD, located at the north end of the hospital dining facility.
- March 10: NCD had an interactive booth in the hospital lobby with the topic, "Healthy Eating on a Budget" from 11 a.m. to 1 p.m.
- March 12: NCD had an interactive booth in the hospital dining facility with the topic, "Ask the RD" from 11 a.m. to 1 p.m. This booth featured body fat analysis, games and RDs (Registered Dietitians) to answer nutrition questions.
- March 17: NCD had an interactive booth in the hospital lobby with the topic, "Healthy Substitutions" from 11 a.m. to 1 p.m. to explain and show how to make healthy recipe substitutions. Free recipes and treats were available for sample.
- March 20: NCD had an interactive cooking demo and mini food show, sponsored by a dining facility contractor, from 11 a.m. to 2 p.m. in the hospital dining facility.
- March 24: NCD had an interactive booth in the hospital lobby with the topic, "Calorie Burn" from 11 a.m. to 1 p.m. This booth featured a calorie burn game and tips for healthy weight loss.



*Tina Sullivan, expert cardio dance instructor for the day, teaches local military members how to dance to better health during one of 13 different Nutrition Care Division events scheduled throughout March, National Nutrition Month. (Photo by John Brooks)*



- **March 26:** An interactive booth is slated for the hospital dining facility with the topic, "Supplement Safety" from 11 a.m. to 1 p.m. This booth will feature performance nutrition and supplement safety information.
- **March 29:** The Community Health Resource Center will join the NCD to host the interactive "5-A-Day Hero 5k event" with stations along the course focused on healthy eating and physical activity. The event is slated to start in the PX parking lot and proceed through the paved jogging trail that winds around between the PX and the bowling alley from 10 a.m. to 2 p.m. Families are encouraged to attend.

All events are open to family members, military members, retirees and government service employees.

While social, emotional and health factors also play a role, the foods people enjoy are likely the ones they eat most.

This year's key messages for NNM focus on how to combine taste and nutrition to create healthy meals that follow the dietary guidelines recommendations. The campaign focuses attention on the importance of making informed food choices and developing sound eating and physical activity habits.

The NNM is a nutrition education and information campaign created annually in March by the Academy of Nutrition and Dietetics. For more information, contact the NCD at (573) 596-9125.

(Editor's note: Sherry Neal is a registered dietitian, licensed dietitian, and chief of Clinical Dietetics at the General Leonard Wood Army Community Hospital Nutrition Care Division)

# Talk to the Hospital Commander April 8!

## *Your monthly opportunity to affect positive change here!*

The Healthcare Consortium meeting is held every second Tuesday of the month at 2:30 p.m. in our MEDDAC Classroom, located on the main floor near the hospital's south-west corner.

Everyone is invited to attend this meeting, hosted by Col. Marie Dominguez, hospital commander.

The next Healthcare Consortium meeting is scheduled for April 8, 2014.

The Consortium serves as a consumer advocate board in which both unit and community representatives have direct feedback to the hospital Commander and her staff concerning the type and quality of care provided here.

This is a forum for beneficiaries to provide outside input into process improvements and healthcare delivery policy for the organization, while promoting communication between medical treatment facility leadership and beneficiaries.

If you can provide input to process improvements or healthcare delivery policy, please consider attending this meeting—and bring others eligible for enrollment here with you!

General Leonard Wood Army Community Hospital and Ozark Family-Centered Medical Home intend to foster an environment of engaged and committed healthcare providers, actively engaged with our patients and committed to providing well-coordinated care that promotes and optimizes health.

We hope to see you at the Healthcare Consortium meeting each second Tuesday the month at 2:30 p.m. in our hospital's MEDDAC Classroom.



**Col. Marie Dominguez,**  
Commander,  
General Leonard Wood  
Army Community Hospital

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## Are You At Risk For A Heart Attack?

By Phyllis Jones, General Leonard Wood Army Community Hospital



**FORT LEONARD WOOD, Mo.** -- Heart disease is the leading cause of death for both men and women. In fact, the disease accounts for one of every four deaths in the United States, according to National Vital Statistics Reports.

Every 34 seconds someone dies from heart disease and if you don't take precautionary measures you could be one of them.

Heart disease refers to coronary artery disease, also known as coronary heart disease, which is a narrowing of the small blood vessels that supply blood and oxygen to the heart. There are several risk factors that lead to heart disease. They include high cholesterol, high blood pressure, diabetes, cigarette smoking, being overweight or obese, poor diet, physical inactivity, and alcohol use.

Studies show that nine out of 10 heart disease patients have at least one risk factor, and many don't even realize it.

One recent case study was a 34-year-old female who went to the doctor twice in one week with chest pain. Her doctor diagnosed her with ulcers because he thought she was too young to have a heart attack.

"The pain became very intense," she said. "The Emergency Room said there was nothing they could do."

The woman refused to leave and was later admitted for observation. Later, the doctor on duty saw her EKG and asked, "Where's the 34 year old who had the massive heart attack?"

Even with emergency surgery, the damage was done. Only part of her heart muscle functions now.

"I had had to quit the job I loved, and my life completely changed," she said.

There are several things you can do to reduce your risk of heart disease. The American Heart Association recommends heeding "The Simple 7" heart health factors.

Knowing your cholesterol level results is a good start. Cholesterol is a waxy substance found in the bloodstream and in your cells. Having cholesterol is normal, but too much can lead to heart attack and stroke.



Cholesterol comes from your body (hereditary) and food. The liver makes about 75 percent of it and foods contribute 25 percent. LDL is known as the "bad cholesterol." If your body has too much in your bloodstream it can clog your arteries and increase your chances of having a heart attack or stroke. A cholesterol level of 200 or more requires intervention.

To lower your cholesterol level and reduce your risk of heart attack and stroke, schedule a health screening, eat foods low in saturated and trans fat, increase your physical activity, and maintain a healthy weight. Choose vegetables (three cups of raw vegetables compared to a ½ cup serving of cooked vegetables), choose fresh fruits over fruit juice, eat fish containing omega-3 fatty acids (wild salmon, trout, or herring), take the skin off chicken and turkey, broil your food instead of frying, and choose milk that is 2 percent or 1 percent milk fat.

Keep your sodium intake at less than 1,500 milligrams per day. Limit your soda intake and increase your water consumption to at least two quarts daily unless your health care provider indicates otherwise.

Having high blood pressure means the blood in your arteries is flowing too forcefully which puts pressure on your arteries causing tears. The tears repair themselves and scar, but the scar tissue traps plaque and forms blockages.

High blood pressure is also a risk factor for heart disease. If your blood pressure is uncontrolled it can injure or even kill you.

Hypertension is known as the "silent killer" as it is usually asymptomatic. You should try to keep your blood pressure at 120/80. Having high blood pressure is not curable, but it is manageable.

Start today by getting your blood pressure checked for a baseline.

A body mass index of 25.0 kg/m<sup>2</sup> and higher is considered overweight. There are 145 million people in the United States, age 20 and older, who are overweight or obese.

Obesity is the single biggest risk factor for heart disease. If you possess that extra tire around your middle, you're at a higher risk for high blood pressure, a high blood cholesterol level, and diabetes.

Diabetes is a controllable risk factor for heart disease. Your chances of having a stroke or heart attack increase by four times if you have diabetes.

With diabetes, blood sugar rises to dangerous levels. Much of our food turns into glucose or sugar. Having regular checkups to monitor blood sugar will keep you of your blood sugar level.

Medications or insulin may be used to correct an imbalance. Exercising and eating healthy are recommended to reduce your chances of developing diabetes.

Smoking is the most important preventable cause of premature death in the United States. Smoking also increases the risk of coronary artery disease.

Smoking also decreases the likelihood you'll do physical activity, decreases HDL (good cholesterol), and increases peripheral arterial disease, aortic aneurysms, and blood clots.

Parents should discuss the effects of smoking with their children. Smoking cessation classes are available by calling: (573) 596-0491/0518.



Lifestyle modification is welcomed for healthy living.

So, to lose weight and keep it off, and to improve your dietary intake, exercise regularly and commit to overall lifestyle improvement. Having a buddy system for support is also an excellent way to succeed.

For more information on heart disease and ways to help prevent it, call the Community Health Resource Center at (573) 596-0491/0518.

(Editor's note: Phyllis Jones is a health promotion director at General Leonard Wood Army Community Hospital)

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**For the most current news and information** from the **General Leonard Wood Army Community Hospital**, visit [Facebook.com/GLWACH](https://www.facebook.com/GLWACH) or [GLWACH.AMEDD.army.mil](http://GLWACH.AMEDD.army.mil).

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# Help with meditation, sleep, mood

A variety of helpful topics are discussed on the 2<sup>nd</sup> and 3rd Wednesdays of each month from 1-2 p.m. by our Internal Behavioral Health Consultant in the Patient Care Clinic Conference Room (north hospital wing conference room) at General Leonard Wood Community Hospital.



Army

These educational classes, for adult participants, include:

- Mindfulness Meditation (2nd Wednesday of each month)
- Getting a Better Night's Sleep (3rd Wednesday of each month)

Please pre-register for classes by scheduling with the at the Family Practice Desk, or by calling the Family Practice clinic at 596-1765. Ask for the IBHC Scheduler, Ms. Susan King-Shoemaker, RN.

Internal Medicine patients may participate in these classes, and patients may repeat any or all classes if they desire.

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## More help with sleep: 7-week group



A seven-week "Tackling Insomnia" group is scheduled to start April 16 from 2-4 p.m. in the Patient Clinic Conference Room (north hospital wing conference room) at General Leonard Wood Army Community Hospital. The group course will be taught by our Internal Behavioral Health Consultant, Barbara Welch, ACSW, LCSW.

Please pre-register for classes by scheduling with the IBHC, Barbara Welch, ACSW, LCSW at the Family Practice Desk, or by calling the Family Practice clinic at 596-1765. Ask for the IBHC Scheduler, Ms. Susan King-Shoemaker, RN.

Internal Medicine patients may participate in these classes, and patients may repeat any or all classes if they desire.

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## Senior citizens claim chance, low-tech hookup, tie knot

By John Brooks, General Leonard Wood Army Community Hospital

**FORT LEONARD WOOD, Mo.** -- Who needs some new-fangled Internet dating site when you can still meet someone the old fashioned way?

Friends of U.S. Air Force retiree, Wilmer Johns, and Mary Roper-Johns, a Red Cross volunteer at General Leonard Wood Army Community Hospital, joke with feigned suspicion about the couple's "accidental" meeting last year.

But the meeting was definitely an accident.

"I accidentally drove my car into his," said Roper-Johns, beaming in unashamed delight, following the couple's Valentine's Day wedding in the hospital chapel on Valentine's Day.

So, the accidental meeting of cars resulted in the couple's unintentional "crush," you could say.

And the accident remains under suspicion.



U.S. Air Force retiree, Wilmer Johns, and Mary Roper-Johns, a Red Cross volunteer at General Leonard Wood Army Community Hospital, exit the hospital chapel as man and wife on Valentine's Day, 2014. (Photo by John Brooks)

# Winter Weather Appointment Policy and Guidelines

General Leonard Wood Army Community Hospital follows Fort Leonard Wood in weather guidance and will close outpatient clinical services whenever access to the base is restricted by reporting delays or early releases of employees.

Despite adverse weather conditions, hospital emergency and inpatient services are always open to provide health care.

Closure decisions are made based on safety. We ask that patients consider clinic delays or closures before departing for appointments when the weather and/or road conditions are poor.

Patients should take the following steps during potentially inclement weather:

## 1. Confirm whether the hospital is open or experiencing clinic delays or closures.

- Check the installation Snow and Ice Removal Report (SNAIR) automated line at 563-4141 or visit the installation website at <http://www.wood.army.mil/snair/snair.pdf> to read the current SNAIR report. The SNAIR report is intended to inform the public of installation roadway conditions and closures during inclement weather.
- Check the hospital Facebook page for new announcements often at [www.Facebook.com/GLWACH](http://www.Facebook.com/GLWACH).
- Local radio or TV stations typically maintain up-to-date information on our closures. Check the SNAIR report for a current list of these stations.
- Contact the hospital appointment line at (573) 596-1490 or (866) 299-4234 and listen to the opening announcement which will advise of any clinic closures or delayed starts.

## 2. Support the rescheduling policy.

In the event clinic delays or closures, the hospital will work diligently to ensure timely access to care as follows:

- Delays in the daily opening of clinics: Patients will be contacted to reschedule appointments. If care is urgently needed (same day) patients may call the appointment line to coordinate an urgent visit.
- Early Closure: Patients will be contacted to reschedule at earliest possible time. If urgent care is needed, call the appointment line to see if acute capability is available. Patients already at the clinic or hospital should check-in with the head nurse to ensure care needs are met or coordinated.
- All day closure: Patients will be contacted to reschedule at the earliest possible time. If care is urgently needed, patients may contact the appointment line to see if acute capability will be available that day. Patients with emergent needs may report to the Emergency Department.
- Emergency Room services are always available here.

## 3. Provide feedback and engage.

General Leonard Wood Army Community Hospital is committed to providing beneficiaries access to care and will give priority assignment to all patients' appointments affected by weather closure.

This policy, however doesn't meet all needs all the time, and active patient participation is a necessary part of successful health care.

Patients are encouraged to use the 24/7 information services listed above to heighten situational awareness and plan ahead.

If you experience unique needs, engage and communicate.



For more information, contact the Clinical Support Division at [usarmy.leonardwood.medcom-glwach.list.csd@mail.mil](mailto:usarmy.leonardwood.medcom-glwach.list.csd@mail.mil) or at (573) 596-0727 or 596-0451.

# Quality of care: better quality at lower cost

Commentary by John Brooks, General Leonard Wood Army Community Hospital



**FORT LEONARD WOOD, Mo.** -- Providing better quality care at a lower cost sends a message to decision makers that we are worthy of MEDCOM investment.

*But the key is caring.*

Through *caring*, we're able to perform at a level needed to increase the services you want, and secure these new cutting-edge technologies you need.

We know you're looking for the bottom line—so here it is:

Closing the enrollment gap here will allow us to retain, and continue to secure, our high standing in Army Medicine during this very-real era of the “use it or lose it” healthcare budget mindset.

Over the last few years, the new services and technologies available to you and your family here have been on a trajectory of increase.

The latest pilot program we've been chosen to host is called the Nurse Advice Line. It's so new that we haven't publicized much about it yet, and you may not have even heard about it.

Look for more about this great new service on our website at [GLWACH.AMEDD.army.mil](http://GLWACH.AMEDD.army.mil), on [Facebook.com/GLWACH](https://www.facebook.com/GLWACH), in the Guidon, at the monthly Woodworks Community Forum, listen for our radio spots aired weekdays on KJPW 1390 AM at 7:05 a.m., at the Healthcare Consortium meeting on the second Tuesday of each month, held here at the main hospital in our MEDDAC Classroom at 2:30 p.m.

Invite your friends and neighbors to attend the next Healthcare Consortium meeting April 8. This meeting is a forum for outside input into process improvements for the organization. Bring your questions and input, and see for yourself if we care about providing you the very best health care possible.

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## Surgical weight loss information and support group



With your health and safety in mind, hospital staff will now be hosting a monthly class and support group for patients, families, friends or anyone interested in knowing more about surgical weight loss.

Classes are held monthly, on the third Wednesday, at 5:00 p.m. in the MEDDAC Classroom, located in the hospital's south wing on the main floor.

Various surgical weight loss procedures are discussed as well as nutrition and psychological aspects involved in, preceding, and following these procedures.

No registration or referral is required. For more information, please contact your PCM team or just come to meeting.

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## TRICARE Prime:

Visit this link for more information: <http://www.tricare.mil/prime/>

### *Eligible Beneficiaries*

- Active duty service members and their families
- Retired service members and their families\*
- Activated National Guard/Reserve members and their families
- Non-activated National Guard/Reserve members and their families who qualify for care under the Transitional Assistance Management Program
- Retired National Guard/Reserve members (age 60 and receiving retired pay) and their families\*
- Survivors
- Medal of Honor recipients and their families
- Qualified former spouses



# TRICARE Plus:

Visit this link for more information: <http://www.tricare.mil/plus/>

## Eligible Beneficiaries

Enrollment in TRICARE Plus is available to:

- Dependent parents
- Dependent parents-in-law
- Beneficiaries using any of the following health plan options:
  - TRICARE Standard and Extra
  - TRICARE Standard Overseas
  - TRICARE For Life

TRICARE Plus is not available to beneficiaries enrolled in a TRICARE Prime option, a civilian HMO, or Medicare HMO.



## TRICARE® Service Center

Walk-in Service No Longer  
Provided as of **April 1**

The “I want to...” section at  
[www.tricare.mil](http://www.tricare.mil) is your gateway to:

- Enroll in or Purchase a Plan
- File or Check a Claim
- View Referrals and Prior Authorizations
- Find a Doctor
- Change Your Primary Care Manager
- See What's Covered
- Compare Plans
- Manage Prescriptions

## Contact Information

### TRICARE Regional Contractors

Get enrollment assistance and answers to questions through your regional contractor's Web site or toll-free call center.



#### North Region

Health Net Federal Services, LLC  
1-877-TRICARE (1-877-874-2273)  
[www.hnfs.com](http://www.hnfs.com)



#### South Region

Humana Military, a division of  
Humana Government Business  
1-800-444-5445  
[Humana-Military.com](http://Humana-Military.com)



#### West Region

UnitedHealthcare Military & Veterans  
1-877-988-WEST (1-877-988-9378)  
[www.uhcmilitarywest.com](http://www.uhcmilitarywest.com)

<http://milconnect.dmdc.mil>

Update your e-mail and mailing addresses in DEERS and view eligibility, enrollment information, enrollment cards, and important correspondence about your benefits.





THE ENROLLMENT WINDOW IS OPEN  
Army Medicine's new "System For Health" is patient-centered and team-based

## Cost

-No Co-Pays for visits or prescription drugs

## Convenience

-Two pharmacies, online appointments, increased access to Primary Care Manager

## Continuity of Care

-Patients see their PCM team 92% of the time!



TRUST



Today's Army Medicine System For Health delivers caring teamwork.

### Great changes! Hospital enrollment now includes:

- Behavior Health access for all enrollees
- Enhanced access to: Health and wellness classes, customized nutrition care programs, school/sports physicals, expanded immunizations, guest wireless
- Online appointment booking, enhanced reminders and secure messaging with your PCM and Care Team
- Leveraged innovation w/cutting-edge eICU telemedicine
- Patient-centered, team-based, highly coordinated, personalized care

### HOW TO ENROLL

1. If you live under 30 minutes from the General Leonard Wood Army Community Hospital, call TRICARE at  
- (877) 988-9378
2. If you live over 30 minutes from the General Leonard Wood Army Community Hospital, call our Enrollment Hotline:  
- (573) 596-0418  
- (573) 596-0727  
- (573) 596-0462

### ENROLL TODAY

The Enrollment Window is open for TRICARE Prime (Active Duty) and TRICARE Plus (65+) at **General Leonard Wood Army Community Hospital** and at the **Ozark Family-Centered Medical Home** satellite clinic, located in the City of Saint Robert's municipal building.



## Benefits

- The PX Pharmacy, along with the main outpatient hospital pharmacy, now offer full-service flexibility for prescription drugs.
- Electronic Intensive Care Unit pilot program was awarded here to provide board-certified physician intensivists 24/7/365.
- Best Mother/Baby Unit customer service in the Army, annual award (awarded by the Army Surgeon General's Office, based on independent patient surveys).
- Continuity of Care: 92% with Care Team (100% if you book an open appointment with your Primary Care Manager online!)
- Behavior Health for all enrollees, including family members
- Local care: New state-of-the-art, first-of-its-kind eICU increases safety, quality and scope of inpatient care while reducing transfers
- Secure Messaging with your PCM and Care Team
- Online appointment booking
- No Co-Pays for visits or prescriptions
- FREE Health and Wellness classes
- FREE customized Nutrition Care programs
- Extensive Operating Rooms, Emergency Room upgrades
- Retiree At Cost Hearing Program (RACHP)
- FREE school and sports physicals (not normally a covered benefit)
- FREE Immunizations
- TRICARE Prime Travel: Travel reimbursement over 100 miles one way
- Convenient lab and radiology services
- Convenient Parking
- Free Guest Wireless
- PCMH with Nurse Case Management: The Army's new Patient-Centered Medical Home (PCMH), team-based care model provides coordinated care for both inpatient and Outpatient services

The enrollment window is open for **TRICARE Prime** (Active Duty, retirees and family members) and **TRICARE Plus (65+)**

Today's new Army Medicine system is designed to encourage caring teamwork.

"Patient-centered," "team-based," "medical homes" are all about providing a new and friendlier Army "System For Health."

### TWO WAYS TO ENROLL:

If you live under 30 minutes from the General Leonard Wood Army Community Hospital, call TRICARE at  
• (877) 988-9378  
If you live over 30 minutes from the General Leonard Wood Army Community Hospital, call our Enrollment Hotline:  
• (573) 596-0418  
• (573) 596-0727  
• (573) 596-0462

For the most current news and information from the **General Leonard Wood Army Community Hospital**, visit [Facebook.com/GLWACH](https://www.facebook.com/GLWACH) or [GLWACH.AMEDD.army.mil](http://GLWACH.AMEDD.army.mil).